



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 01.05.2024

REQUEST FOR PROPOSAL: No. RFP/2024-03/BGR

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF**

PROVISION FOR CLEANING SERVICES

CLOSING DATE AND TIME: 28/05/2024 –23:59 hrs EET

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950, by the United Nations General Assembly. The agency is mandated to lead and coordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is safeguarding the rights and well-being of refugees. It also has the mandate to help stateless people.

For more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 16,765 people in 138 countries continues to help over 60 million people. To help and protect some of the world's most vulnerable people in so many places and types of environments, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate, and operations, please see <http://www.unhcr.org>.

1. REQUIREMENTS:

The Office of the United Nations High Commissioner for Refugees (UNHCR), Bulgaria, invites qualified service providers to make a firm offer to establish Frame Agreement(s) for the provision of **Cleaning Services** (referred to hereinafter as services).

IMPORTANT:

Terms of Reference (TOR) are detailed in Annex B of this document.
--

UNHCR may award Frame Agreement(s) with an initial duration of two (2) years, potentially extendable for a further period of one (1) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase a minimum quantity of services. Quantities may vary and will depend on the actual requirements and funds available regulated by the issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds, and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of Article 5 of the attached General Conditions (Annex A).

Note: This document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form an integral part of this Request for Proposal:

Annex A:	UNHCR General Conditions of Contracts for the Provision of Services – 2018
Annex B	Terms of Reference (TOR)
Annex C:	Financial Offer Form
Annex D:	Technical Offer Form
Annex E:	Vendor Registration Form

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to bulsosup@unhcr.org as to:

- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a bid

IMPORTANT:

Failure to send the above-requested information may result in the disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question regarding this RFP by e-mail to bulsosup@unhcr.org. **The deadline for receipt of questions is 23:59 hrs on 28/05/2024.** Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail address above, as this will result in an automatic disqualification.

UNHCR will compile any questions received.

2.4 YOUR OFFER

Your offer shall be prepared in English language.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

IMPORTANT:

The inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in

disqualification of the offer. Please send your bid directly to the address provided in the “Submission of Bid” section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.4.1 Content of the TECHNICAL OFFER

IMPORTANT:

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all the information required.

The Terms of Reference (TOR) of the services requested by UNHCR can be found in **Annex B**. Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

Mandatory criteria:

- a. Company registration certificate
- b. Bank Statement /удостоверение за банкова сметка с подпис и печат от банката/, signed and stamped.
- c. Vendor Registration Form Annex E signed and stamped!
- d. Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018 [Annex A].

IMPORTANT:

Failure to send any of the above-requested documents will result in the disqualification of your offer from further evaluation.

1. Description of the company and the company's qualifications

A description of your company with the following:

Company profile:

- i. Description of the company's activities and specializations.
- ii. Description of the company's experience in these services
- iii. The cleaning company should have at least 5 years of experience in the provision of professional cleaning services and a good reputation among its clients and in the branch.
- iv. The bidders are requested to provide at least 3 references by current clients and a list of major clients.

2. Understanding of the requirements for services, proposed approach, solutions, methodology, and outputs

Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR, including:

- i. A description of your organization's capacity to provide the services.
- ii. A description of your organization's experience in the supply of these services.
- iii. Compliance with the requirements stated on the TOR.

3. Proposed personnel to carry out the assignment

The composition of the team you propose to provide:

- i. Curriculum Vitae of core staff – i.e., supervisor and cleaning staff, *maximum number of CVs (3), 1 page is enough per CV*

4. Please provide a list of the detergent brands used by the company.

Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign, and submit with your technical proposal the Vendor Registration Form (**Annex E**).

If your company is already registered with UNHCR, please submit an empty Vendor Registration Form clearly indicating your UNHCR Vendor ID.

2.4.2 **Content of the FINANCIAL OFFER**

Your **separate Financial Offer** must contain an overall offer in a single currency in BGN.

The financial offer must cover all the services to be provided (price “all-inclusive”).

The Financial Offer must be submitted according to the Financial Offer Form (**Annex C**). Bids with a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. Therefore, the price is to be given without VAT.

You are requested to hold your offer valid for 90 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of all relevant documents.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.5 **BID EVALUATION:**

2.5.1 **Technical and Financial evaluation:**

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis.

There are 4 mandatory criteria that must be met by the bidder in order to be qualified for further consideration. These mandatory pre-conditions are not ratable components of the technical offer but are evaluated using a pass/fail evaluation.

	Pass/Fail
Mandatory Criteria	
a. Company registration certificate	
b. Bank Statement, signed and stamped	
c. Vendor Registration Form Annex E	
d. Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018 [Annex A].	

IMPORTANT:

Failure to send any of the above-requested documents will result in the disqualification of your offer from further evaluation.

The percentage assigned to each component is determined in advance as follows:

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **[60]%** from the total score.

Technical evaluation criteria	Score
1. Description of the company and the company's qualifications	15%
2. Understanding of the requirements for services, proposed approach, solutions, methodology and outputs	25%
3. Proposed personnel to carry out the assignment	10%
4. List of the cleaning detergent brands used by the company	10%
Total:	60%

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The cut-off point for submissions to be considered technically compliant will be **35% out of the 60%, or 35 out of the 60 points.**

Clarification of Proposals:

To assist in the examination, evaluation, and comparison of proposals, UNHCR may, at its discretion, ask the Bidder for clarification on the content of the proposal. The request for clarification and the response shall be in writing. No change in price or substance of the proposal shall be sought, offered, or accepted.

The **Financial offer** will use the following percentage distribution: **40%** from the total score.

The financial component will be analyzed only for those suppliers that pass the technical evaluation.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price, e.g., $[\text{total Price Component}] \times [\text{US\$ lowest}] \div [\text{US\$ other}] = \text{points for other supplier's Price Component}$.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by e-mail and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats, etc.).

The Technical and Financial offers shall be clearly separated, either in different e-mails or separate files. This is mandatory. Fail to do this will result in disqualification.

Bids by e-mail must ONLY be sent to: bulsobid@unhcr.org.

IMPORTANT:

The technical offer and financial offer are to be sent in separate documents. Failure to do so will result in disqualification.

Deadline 28/05/2024 23:59 hrs.

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **[20] Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in the e-mail subject field:

- Bid [Number]
- Name of your firm with the title of the attachment
- Number of e-mails being sent (example: 1/3, 2/3, 3/4).

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

2.7 BID ACCEPTANCE:

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the requirements, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance with the General Conditions for the Purchase of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

Signature
Name: Seda Kuzucu, Representative